



# Release Notes for Cisco Unity-CM TSP Release 7.0(2)

*Revised June 10, 2003*

These release notes contain installation instructions and new functionality for Cisco Unity-CM TAPI service provider (TSP) Release 7.0(2).

The Cisco Unity-CM TSP is used only for the Cisco CallManager integration. Cisco Unity-CM TSP version 7.0(2) has been qualified for the following version combinations with Cisco Unity™ and Cisco CallManager.



**Note**

Note that Cisco CallManager Support Patch (sp) releases are not listed in the table unless they affect compatibility with Cisco Unity or the Cisco Unity-CM TSP. If not listed, a support patch has the same compatibility as the base release. In addition, rereleased versions—for example, 3.x(xa) rereleased as 3.x(xb)—are assumed to have the same compatibility unless noted.

**Table 1 Supported Version Combinations for Cisco Unity-CM TSP 7.0(2), Cisco Unity, and Cisco CallManager**

| Cisco Unity-CM TSP | Cisco Unity   | Cisco CallManager  |
|--------------------|---|--|
| 7.0(2)             | 4.0(2), 4.0(1), 3.1(6), 3.1(5), 3.1(4), 3.1(3), 3.1(2c), 3.1(2b), 3.1(2), 3.1(1), 3.0(4), 3.0(3), 3.0(2), 3.0(1), 2.4(6.161), 2.4(6.135). | 3.3(2), 3.3(1), 3.2(3), 3.2(2), 3.2(1), 3.1(4), 3.1(3), 3.1(2), 3.1(1), 3.0(12), 3.0(11), 3.0(10), 3.0(9). |



**Note**

For the most current list of all qualified version combinations of the Cisco Unity-CM TSP, Cisco Unity, and Cisco CallManager—including combinations qualified since the release of Cisco Unity-CM TSP version 7.0(2)—refer to *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager* on Cisco.com at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html)

Access the latest software upgrades for the Cisco Unity-CM TSP on the Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.



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## System Requirements

- The Cisco Unity server must be running a version of Cisco Unity from 2.4(6.135) through 4.0(x).
- An account with Local Administrator privileges must be used to upgrade the Cisco Unity-CM TSP. Otherwise, no Cisco Unity ports will be available after the upgrade.
- On a Cisco Unity 3.x or earlier server running Microsoft Windows 2000, Windows 2000 Service Pack 2 must already be installed before you install the Cisco Unity-CM TSP.
- If you are changing the number of voice messaging ports on the Cisco Unity system, you must adjust the ports in Cisco CallManager before installing the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html) and [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_configuration\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html).
- If you are setting up a Cisco CallManager integration for the first time, refer to the applicable version of the Cisco CallManager integration guide, instead of using the instructions in these release notes. Cisco CallManager integration guides are available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html) and [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_configuration\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html).

# Determining the Software Version

To determine the Cisco Unity-CM TSP version in use by using the Cisco Unity Telephony Integration Manager

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- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
  - Step 2** Under Switch Integration Tools, double-click **Telephony Integration Manager**.
  - Step 3** In the Cisco Unity Telephony Integration Manager, go to the **Cisco CallManager > Properties** page. The Cisco Unity-CM TSP version is displayed in the TSP Version field.
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To determine the Cisco Unity-CM TSP version in use by using the AvSkinny.tsp file

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- Step 1** Browse to the **WinNT\System32** directory.
  - Step 2** Right-click **AvSkinny.tsp**, and click **Properties**.
  - Step 3** In the Properties window, click the **Version** tab.
  - Step 4** In the Item Name list, click **Product Version**. The Cisco Unity-CM TSP version is displayed in the Value window.
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To determine the Cisco Unity version in use by using the Cisco Unity Administrator

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In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Build Number field.

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To determine the Cisco Unity version in use by using the AvCsMgr.exe file (version 3.0(4) and later only)

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- Step 1** Browse to the **CommServer** directory.
  - Step 2** Right-click **AvCsMgr.exe**, and click **Properties**.
  - Step 3** In the Properties window, click the **Version** tab.
  - Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.
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## Downloading the Cisco Unity-CM TSP for a Cisco Unity 3.x or 2.4(6) System



**Note**

The most current 7.0(x) version of the Cisco Unity-CM TSP is automatically installed with Cisco Unity version 4.0(x). Use the following procedure only if you are installing Cisco Unity-CM TSP 7.0(2) on a Cisco Unity version 3.x or 2.4(6) system.

**To download the Cisco Unity-CM TSP (for a Cisco Unity version 3.x or 2.4(6) system only)**

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- Step 1** Confirm that the Cisco Unity server has at least 6 MB of hard disk space available for the download file and the extracted files.
  - Step 2** On a computer with a high-speed Internet connection, go to the Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.
  - Step 3** Download the file **CiscoUnityCMTSP7.0.2.exe** to the directory of your choice.
  - Step 4** Unzip the file **CiscoUnityCMTSP7.0.2.exe** to the default directory or to the directory of your choice.
  - Step 5** Delete the file **CiscoUnityCMTSP7.0.2.exe** to free hard disk space.
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## Installing the Cisco Unity-CM TSP on a Cisco Unity 3.x or 2.4(6) System

The most current 7.0(x) version of the Cisco Unity-CM TSP is automatically installed with Cisco Unity version 4.0(x), and the Cisco Unity Telephony Integration Manager Add wizard is used to configure Cisco Unity ports.

Use the procedure below only if you are installing Cisco Unity-CM TSP 7.0(2) on a Cisco Unity version 3.x or 2.4(6) system.



**Note**

If you are changing the number of voice messaging ports on the Cisco Unity system, you must add a voice messaging port to Cisco CallManager for each port that you are connecting to Cisco Unity before you install the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html) and [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_configuration\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html).

You can keep the previous voice messaging ports, and the Cisco Unity-CM TSP configuration is automatically retained.

**To install the Cisco Unity-CM TSP (on a Cisco Unity version 3.x or 2.4(6) system only)**

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- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).

- Step 2** Browse to the directory in which you saved the extracted Cisco Unity-CM TSP files in the “[Downloading the Cisco Unity-CM TSP for a Cisco Unity 3.x or 2.4\(6\) System](#)” section on page 4, and double-click **SkinySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** In the Cisco Unity-CM TSP dialog box, in the Select Cisco CallManager list, click the Cisco CallManager server to which Cisco Unity is connected.
- If the Select Cisco CallManager list is empty, click **Add**, enter the IP address of the Cisco CallManager server to which Cisco Unity is connected, then click **OK**.
- Step 5** In the Cisco Unity-CM TSP Settings dialog box, verify the information in the following three fields:
- Primary CallManager IP Address
  - Number of Voice Ports
  - Device Name Prefix (The prefix must match the prefix for the Voice Mail ports. Note that the device name prefix is case-sensitive.)
- Step 6** Confirm that the dial numbers in the MessageWaitingOffDN and MessageWaitingOnDN fields match the Cisco CallManager settings on the applicable Cisco CallManager Administration page:

|  |   |
|--|---|
| Cisco CallManager version 3.2(1) and later   | Settings are on the Features > Voice Mail > Message Waiting page in Cisco CallManager Administration. |
| Cisco CallManager version 3.1(4) and earlier | Settings are on the Service > Service Parameters page in Cisco CallManager Administration             |

If the dial numbers are not in the MessageWaiting fields of the Cisco Unity-CM TSP Settings dialog box, enter them.

- Step 7** Confirm that the Cisco CallManager Device list displays the correct number of Cisco Unity ports and that the port names match the names of the Voice Mail ports.
- Step 8** Click **OK**.
- Step 9** In the Cisco Unity-CM Service Provider dialog box, click **Test**.
- Step 10** In the Test Configuration and Connection dialog box, click **OK**.
- Step 11** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to Step 13. If incorrect information was entered during configuration, the Error dialog box appears. Errors can be caused by:
- Entering the wrong IP address for the Cisco CallManager server during configuration.
  - Entering the wrong device name prefix during configuration.
- Step 12** Correct errors in the Service Provider dialog box.
- In Windows 2000, on the Start menu, click **Settings > Control Panel > Phone and Modem Options > Advanced > Cisco Unity-CM Service Provider > Settings**.
- or
- In Windows NT, on the Start menu, click **Settings > Control Panel > Telephony > Telephony Drivers > Cisco Unity-CM Service Provider > Settings**.
- Step 13** Restart the Cisco Unity server.

## New and Changed Functionality—Release 7.0(2)

This section contains information about new and changed functionality for Cisco Unity-CM TSP Release 7.0(2) only. Refer to the applicable release notes for information about new and changed functionality in earlier versions of the Cisco Unity-CM TSP. Release notes for all versions of the Cisco Unity-CM TSP are available on Cisco.com at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

### Cisco Unity Uses the Same UDP Port to Send and Receive RTP Audio

When installed with Cisco Unity-CM TSP version 7.0(2) on a Windows 2000 system, Cisco Unity versions 4.x, 3.x, and 2.4(6) use the same UDP port number for sending and receiving RTP audio with each connection. This enhancement allows Cisco Unity subscribers to use IP phones on the other side of a firewall that requires connections with the same UDP port number in both directions. (For example, Cisco Unity port 1 sends RTP audio on UDP port A and also receives RTP audio on UDP port A, Cisco Unity port 2 sends and receives on UDP port B, and so on, for all Cisco Unity ports.)

## Installation and Upgrade Notes

### Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 6.0(2) or later. The installation process automatically removes the older Cisco Unity-CM TSP.

## Caveats

There are no severity-1 or -2 open or resolved caveats in Cisco Unity-CM TSP Release 7.0(2). See the “[New and Changed Functionality—Release 7.0\(2\)](#)” section on page 6 for new functionality in this release.

If you have an account with Cisco.com, you can use Bug Toolkit to find information on caveats of any severity for any release. Bug Toolkit is available at the website [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

## Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, refer to the applicable version of the Cisco CallManager integration guide, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html) and [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_configuration\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html).

# Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html).

## Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

### Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
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San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

## Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

### Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

### Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

[http://www.cisco.com/en/US/products/products\\_catalog\\_links\\_launch.html](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

[http://www.cisco.com/en/US/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

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